

CORE- Mailroom Outgoing Mail

Purpose:

Outgoing mail is mail collected internally (twice daily unless otherwise specified) from individual Business Units within the main Iowa Medicaid Enterprise (IME) building and IME suites. The Courier routes Outgoing Mail to the Grimes Building Mailroom for metering.

Identification of Roles:

Courier and Data Entry/Imaging Technician (DE/IT) – prepare items for outgoing mail

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as resource for the mail functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Gather envelopes during the internal Courier route

- a. The envelopes from the Integrated Claims Recovery Unit (ICRU) need to be kept separate from all other envelopes

Step 2: Prepare envelopes for mailing

- a. Sort envelopes by size
- b. Face envelopes in the same direction
- c. Seal any envelopes that are not #10 envelopes
- d. Ensure that the flaps of the envelopes are down for the #10 envelopes

Step 3: Parcel Mail and Certified Mail

- a. Each Business Unit within the IME is responsible for mailing out their own parcel packages
- b. Each Business Unit within the IME must fill out his or her own Certified Mail card.

Step 4: Certified Mail and Non-parcel Mail are delivered to the Grimes Building Mailroom for postage.

Forms/Reports:

None

RFP References:

5.2.2.3.4.1.1,

Interfaces:

Data Warehouse, Medical Services, Member Services, Pharmacy Medical Services, Policy, POS, Program Integrity, Provider Cost Audit, Provider Services, Revenue Collections, Integrated Claims Recovery Unit, Mainstream, Grimes Building mailroom

Attachments:

None